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FCC MAIL ROOM

February 23, 1996

Office of the Secretary  
Federal Communications Commission  
1919 M St., NW  
Washington, DC 20554

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Dear Secretary,

I'm writing to you about Notice of Inquiry #95-484 on behalf of my five-year-old daughter, Chloe, who is deaf.

I can't think of a better example of why ALL TV programs should be captioned than Chloe. Let me tell you why. First, deaf kids miss out on a lot of basic information every day. They don't hear the radio or conversations; they have no idea what's going on behind them or in another room unless they happen to look. 90% of deaf kids are born to hearing parents, many of whom never learn to adequately communicate with their children. This means they pick up basic, day-to-day information more slowly than those of us who can hear. Because of this, television, a visual medium, can be extraordinarily helpful to deaf kids in helping them to see and learn basic information: milk comes from cows, cars can be dangerous, etc. Some of this information is potentially life-saving; some is simply necessary to being a functioning component of society. TV is a great source of information for deaf kids, but it can only be fully accessible and of greatest benefit to them if it is captioned.

That brings me to my second reason why ALL TV programs should be captioned. As soon as all TVs in the US started being made with the caption decoding chip, our family bought a new TV. That combined with our reading to and with Chloe every day produced a child whose awareness of print skyrocketed. Many deaf kids have serious problems reading. Because Chloe had some things on TV that she enjoyed that were captioned, her desire to decode those symbols into information was strong. She is now a kindergartner reading at a third grade level, far beyond most of her hearing peers. Captioned TV programs made a big difference.

Lastly, there were many TV programs that weren't and aren't captioned. How do I answer her question, "Why is the show not captioned?" Her frustration at having a basic component of information, learning, and entertainment unavailable to her is palpable. She senses an unfairness she is too young to articulate. Most everyone else has total access to these programs, but not Chloe. She is left out.

TV, whether we like it or not, has become a critical element of information in our society. To not have it totally accessible to as many people as possible is morally wrong. Recently PBS has been doing a decent job of captioning programs, though astoundingly garbled captions are still a serious problem

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(particularly to young readers). Commercial TV has not been doing as well as PBS. All my daughter asks for is access, to be allowed to participate the same as you or I. It's not too much to ask.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Vander Clute". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Bill Vander Clute writing for Chloe Vander Clute  
1800 Wilson Lane #104  
McLean, VA 22102

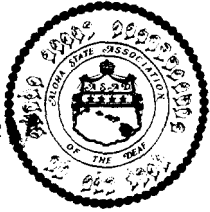
# Making Hawaii A Better Place for the Deaf

95-174

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## Aloha State Association of the Deaf

c/o Waikiki Community Center  
310 Paoakalani Avenue, Room 201-A  
Honolulu, Hawaii 96815

Tel: (808) 926-8203 (TDD) or 924-9664 (Voice/FAX)  
1-511 Voice Relay and ask for 926-8203

February 16, 1996

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### EXECUTIVE BOARD

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The Office of the Secretary  
Federal Communications Commission  
1919 M Street, N.W.  
Washington, D.C. 20554

Dear Gentlemen:

RE: Notice of Inquiry on Closed Captioning of Video Programming

The Aloha State Association of the Deaf (ASAD) represents 70,000 people with varying degrees of hearing loss in the State of Hawaii. There are 400 Deaf and Hard of Hearing school age children statewide. As the President of ASAD, I am pleased to submit the positive and negative comments on Closed Captioning (CC).

### DEAF-AT-LARGE

Ed Chevy

Carolyn Graham

William Kekua

Jeff R. Lambrecht

Margaret Laracuate

Paul Tomiyasu

Douglas Tong

### POSITIVE COMMENTS

The Japanese owned department store at Honolulu's Ala Moana Shopping Center is proudly showing the CC's on all new TV's on display. Everyday there is a big crowd watching them. None of them are deaf. They are learning English by reading CC's. There is a big demand on learning English by foreign immigrants and tourists who come to Hawaii by the hundreds every month. The CC on TV's are certainly meeting their needs. All hotels should have CC TV in every room.

The CC is an essential doorway into a video world of information for all of us who cannot hear. It also serves as an educational tool for school and college students who cannot hear. The CC is a great asset for us who have eyes to receive information.

Hard of hearing members of ASAD assure us that they want to see more CC's on TV. It helps them understand the spoken messages better.

### NEGATIVE COMMENTS

The neighboring islands outside of Oahu do not have CC for local news and many programs that are CC on the island of Oahu. One Deaf couple had to get training in video production to provide captions for a local station on the island of Kauai.

Today we see only 40% CC on all programs. We want to see 100%.

### URGING COMMENTS

FCC is urged to have all programs closed captioned. Do not exclude any particular group or program from closed captioning requirements.

Sincerely yours,

Linda Y. Lambrecht  
President, ASAD

LYL:tjp:gem

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Saturday  
February 17, 1996

The Office of the Secretary  
Federal Communication Commission  
1919 M St., N.W.  
Washington, D.C.

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Dear Mr. Secretary,

I and other deaf and hard of hearing people are very appreciative of Congress's support of the Telecommunication Act (FCC95-484). Closed captioning and Video Description of Video Programming greatly benefits everyone. I ask that push for all programs to be captioned and described.

As a person who is deaf, I have found closed captioning to be an enriching experience for it opens programs up whereby I am able to access to full communication. Then again, I can't begin to tell you the frustration when such programming is not captioned, thus not communication accessible to me and others.

Over the last 5 years only a little better than 12% of all video programming have been captions. That is a dismal number when many of had a goal that 50% of the programs would be captioned by mid 1996.

Thank you for your time and consideration and I look forward to hearing from you that you will give 100% support to full communication accessibility of all video programming via captioning and description.

God Bless!

William Hoshauer  
Glenn E Hoshauer

138 Shuman Rd  
Springfield PA 19064

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FEB 26 1996

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6736 Baron Road  
McLean VA 22101-2907  
Friday, 23 February 1996

95-174

Office of the Secretary  
Federal Communications Commission  
1919 M Street, NW  
Washington DC 20554

DOCKET FILE COPY ORIGINAL

Re: Notice of Inquiry #95-484

Dear Sirs:

I am a hard of hearing American who benefits from captioned television just as normal hearing Americans benefit from TV when the volume is turned on. It is, for me, the equivalent comparison--and so, the fact that some TV programming is not captioned means I do not have equal access. It's that simple.

At home I rely on captioning for all the things a hearing American looks to the TV for. This includes news, local developments like school closings, weather, emergency information, and of course entertainment. Captioned TV has added immeasurably to the quality of my life. I am a more informed--and entertained--citizen as a result of captioned TV. Outside my home, I benefit from the few captioned TVs that I do find, including some in restaurants and airports.

As for the future, more captioned programming--on the networks, PBS, and cable TV--is needed. The networks and PBS seem to have led the way, captioning much of their fare. Few cable shows, in my experience, are captioned. More need to be. Again, it's a simple question of equity. More also needs to be done to encourage local stations throughout the United States to caption their news broadcasts. Local stations in the Washington DC area have made great strides this area recently. How about tax breaks for those stations that do foster captioning?

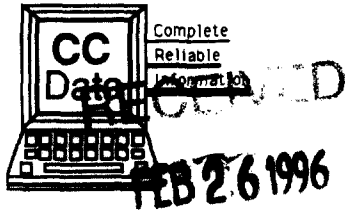
If there were a law mandating captions, the only exceptions I could support would be for orchestral performances broadcast on TV. Everything else should be captioned--it's a question of equity. I would simply add that, while the technology has advanced in recent years, there are still too many instances of garbled or missing captions. In my experience, such instances happen roughly 10 percent of the time. While this is a fairly good success rate, imagine if the sound were cut off of TV programming 10 percent of the time. The public would not accept it. It shouldn't be acceptable to have captions missing or garbled, either--again, it's a simple question of equity.

Thank you for the opportunity to comment.

Sincerely,

*Celia Conlon Shepard*  
Celia Conlon Shepard

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## CAPTION DATABASE, INC.

(508)

01701

-6222 (TDD)

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Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C.

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In the Matter of

Closed Captioning and Video Description  
of Video Programming

MM Docket No. 95-176

### NOTICE OF INQUIRY

#### COMMENTS OF CAPTION DATABASE INC. IN THE NOTICE OF INQUIRY REGARDING CLOSED CAPTIONING AND VIDEO DESCRIPTION

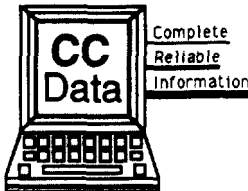
To The Commission:

Caption Database Inc. is writing in response to your request for comments in the "Notice of Inquiry", FCC 95-484, in the above-captioned proceeding, released December 4, 1995.

Caption Database Inc. has devoted the past five years to researching closed captioning within the home video marketplace. It published the book **"GOPEN'S GUIDE TO CLOSED CAPTIONED VIDEO"** in June of 1993. This reference book is widely considered to be the most accurate accounting of closed captioned videos in existence. Additionally, Caption Database Inc. maintained the most accurate database of closed captioned videos until mid-1995 when monitoring operations ceased. During the years 1990-1995, Caption Database Inc. worked closely with all the major captioning companies and a multitude of home video suppliers to get the most complete, accurate information possible regarding closed captioned videos. Many thousands of video titles were actually tested to determine their true captioned status as much misinformation exists in this marketplace.

(Section IV. AVAILABILITY OF CLOSED CAPTIONING AND VIDEO DESCRIPTION - Item 14- *Program Source*) In response to your request concerning the percentage of home videos that carry closed captioning, we offer the following statistics. Please bear in mind that other organizations such as the

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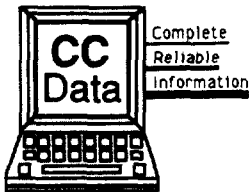
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Motion Picture Association of America (MPAA) have widely differing statistics as their agenda is to avoid legislation requiring videos to be closed captioned that has been introduced in several state legislatures. Other organizations may also present differing numbers for a variety of reasons. Nonetheless, we completely stand by the following numbers and state them knowing that no other organization has researched the closed captioned video market as exhaustively as we have. Since many hundreds of videos are released into the marketplace each month, the following numbers are rounded to give the overall state of closed captioning of home videos.

1. At best, 10 percent of all the videos released to the public since the beginning of the video business are closed captioned.
2. Of all the videos being currently released each month, on average no more than 10 to 20 percent are being closed captioned, therefore the situation is slowly improving but obviously has a long way to go before there is full access.
3. Less than 1 percent of all 'Special Interest/Educational' home videos have been closed captioned.

*(Other Delivery Systems).* In our experience dealing with many closed caption consumers, there is a definite need for technical standards for closed captioning transmitted by other delivery systems. In fact, over the past five years, we have received numerous complaints from cable customers whose closed captions are constantly being garbled by their local cable companies primarily on the 'pay' channels. These consumers have spent months trying to resolve these transmission problems with the usual result of frustration with their local cable companies who do not resolve this problem. Apparently, the standards that the Commission has adopted for cable systems is either unknown to many local cable providers or is not being enforced. Our recommendation is to make sure a consumer knows where to report non-compliant cable companies so that problems may be properly resolved and that technical standards also be set for all other delivery systems with built-in enforcement procedures. Scrambled and/or missing captions are of no use to anyone.

*(Previously Published Programming).* Since our research has been limited to the home video industry, our comments here are related to home videos only. By

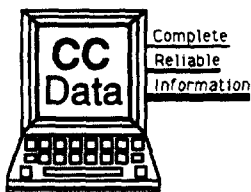


## CAPTION DATABASE, INC.

(508) [REDACTED] 01701  
[REDACTED] 6222 (TDD)

far, the largest amount of closed captioned videos are movies. Thus, since the beginnings of the home video business approximately 15 years ago, several thousand movies have been closed captioned for home video release. During the past five years, almost every major home video supplier has committed to closed captioning their 'A' titles (major theatrical releases). Although 'A' titles account for only about 5 percent of all videos released in a given month, this policy has resulted in more major theatrical home video releases being captioned than was the case 10 or 15 years ago when many major suppliers captioned very little of their product. Therefore, major theatrical releases are by far the most consistent type of previously published program that is being closed captioned. Other categories such as 'B' movies, children's videos, television series, documentaries, special interest programming and educational programming are much less likely to be captioned. Their likelihood to be captioned decreases in the order just listed. However, it is important to note that once one is not including 'A' titles, the amount of programming captioned on home video does not depend on the type of program but rather on the captioning policy of the individual home video supplier. For example, all children's programming from Paramount Home Video is being closed captioned since their current policy is to caption all their home video releases. Compare this to Warner Home Video who does not caption much of their KidVision line. Another of Warner's subsidiaries, WarnerVision, does not caption any of their releases. Thus, although the owners of these companies (Viacom and Time-Warner) are both multi-billion dollar organizations, their captioning policies are very different from each other. In the home video business, each home video supplier has a different captioning policy which ranges from many companies captioning none of their product to a few companies who caption all of their product and others who caption only some of their releases. It is these policies that determine what gets captioned, not the 'type' or genre of what is being released. This being said, it is important to note that for the companies who caption only some of their product, then the genre does become a determining factor.

Regarding the extent of home videos previously captioned, we estimate that as of this date approximately 12,000 videos have been captioned. However, a large percentage of these captioned videos are not captioned when they are broadcast on television. There are many reasons for this, but the largest one is that when a movie is broadcast on network TV, commercials are inserted. This ruins the 'timing' of the captions and they have to be 'reformatted' if the captions are to be maintained. This 'reformatting' process costs approximately one-fourth of the cost to originally caption the program. Currently, for a full-length movie, it



## CAPTION DATABASE, INC.

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costs from \$400 to \$800 to reformat it depending on a variety of factors such as which captioning company does the work, how busy they are, etc.. This cost is what keeps many previously captioned programs from being subsequently aired with captions. Similarly, when a pay channel 'time compresses' a movie, it also needs some reformatting even though it is shown with no commercials. Another reason previously captioned programs are aired on TV with no captions is just pure laziness or a lack of policy trying to obtain the previous captions even though no reformatting is needed and hence there is no cost to maintain the captions.

If the intent of this section is to maintain captions on previously published programs when they are subsequently shown on TV, we would recommend that it should be required by law to maintain these captions and that the responsibility be that of the entity receiving payment for the rights to subsequently show the previously captioned program on TV. The 'rights holder' should be the one who must maintain the captions with the program. If the program needs to be reformatted, then the rights owner would have to incur this small cost since they are receiving financial gain from the airing of the program. If the program is shown without the captions being maintained, then the FCC would impose a financial penalty on either the rights owner who failed to maintain the captions or on the broadcaster, depending on whose fault it was (i.e. the captions were reformatted properly but the broadcaster aired the program incorrectly). We recommend that the financial penalty be a stiff one (say triple the cost to get the program originally captioned). The moneys collected could go to the FCC for monitoring and compliance and all excess moneys collected could go to captioning other programs such as those that have applied to the FCC for 'hardship' exemptions.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Stuart Gopen', is written over a horizontal line.

Stuart Gopen- President  
Caption Database Inc.  
4484 Desert Bloom Court  
Las Vegas, NV 89129

95-174

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Mrs. Lorraine Hess  
R.R. #1 - Box 222  
Jacksonville, IL 62650  
Home: 217-243-2801  
Office: 217-479-4204

February 21, 1996

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The Office of the Secretary  
Federal Communications Commission  
1919 M Street, NW  
Washington, DC 20554

Dear Sir/Madam:

In regards to "In the Matter of Closed Captioning and Video Description of Video Programming (FCC 95-484)", I wish to lodge my hearty support.

I have worked in the secretarial and now executive secretarial positions in the superintendent and assistant superintendent's office of the Illinois School for the Deaf, 125 Webster, Jacksonville, IL 62650, since 1967. Although not deaf myself, I have many deaf friends, have met literally thousands of deaf students and adults, and understand the importance of closed captioning for deaf and hard of hearing individuals.

There is a dire need/right of the hearing impaired individual to be able to access any type of communication a hearing person accesses. For any newly produced programming of any kind, local news, weather, movies, children's programs, documentaries, etc., there should always be captioning for the hearing impaired. There is a real need for quality captioning such as universal real-time captioning for pre-recorded programs with live or ad-libbed segments. I urge you to vote in favor of the captioning mandate and other disability access provisions of FCC 95-484.

Sincerely,

*Lorraine Hess*

(Mrs.) Lorraine Hess

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95-174

245 Redington Ave  
Troy PA. 16947-1017  
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The Office of the Secretary  
Federal Communication Commission  
1919 M St., N.W.  
Washington, D.C.

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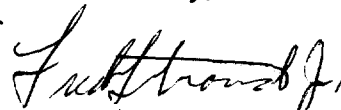
Dear Mr. Secretary,

Speaking for myself as a person who is deaf. Closed captioning has enriched my life by allowing me to visually access information. When captioning is not provided, I am excluded (by reason of my disability) from that information.

I commend Congress in their support of the Telecommunication Act (FCC 95-484). Closed Captioning and Video Description of Video Programming is a benefit to everyone. I am asking that you consider having all programming captioned. It is frustrating when I am excluded from a program in which I have an interest. I do not feel someone else should determined what "class" of program I would be allowed to have access.

Thank you for considering my request and looking forward to having access to all the information that everyone else has.

Sincerely,

  
FRED STROUD JR

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95-176

David S. Evans  
322 11th Street  
Davis, CA 95616

The Office of the Secretary  
Federal Communications Commission  
1919 M Street NW  
Washington, D.C. 20554

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Re: In the Matter of Closed Captioning and Video Description of Video Programming (FCC 95-484)

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February 20, 1996

Dear Chairman Hundt and members of the Federal Communications Commission:

As the United States hovers on the brink of the 21st century, we in this country continue to enjoy the benefits of living in one of the richest and most advanced countries in the world. The United States has long been a leader in many areas: science, medicine, technology, business, and education, among many other things. With the passage of the Telecommunications Act, we now have the opportunity to make even broader steps towards a technological age for all citizens.

However, in the matter of Closed Captioning and Video Description of Video Programming (FCC 95-484), there is a chance here to make a difference in the lives of even more citizens. In the United States alone, there are approximately 14 million people with some type of hearing loss. These losses can range from any type of loss to any type of citizen: the child born deaf, the adult who became deaf as a result of sickness, the adult who loses hearing due to environmental causes, and the adult whose hearing decreases with age.

These citizens are just as varied as the general population. Yet they are unequal in the benefits they should naturally enjoy not only as Americans, but as members of the human race. One of these benefits is the ability to be entertained by the media we have in this country, whether that is theater, film, or television. For many deaf and hard-of-hearing citizens, these benefits are often not fully enjoyed. Many theater performances are not interpreted; a film is rarely shown open captioned in a movie house; many thousands of videos are not captioned; and many television shows that are on cable or not on prime time are not captioned.

These deaf and hard-of-hearing citizens are not alone. They have family, friends, spouses, children and acquaintances who watch these shows with them, and cannot fully enjoy themselves because their deaf and hard-of-hearing families, children, parents, spouses, friends and acquaintances cannot participate.

Captions allow the viewer to enjoy the benefits of television programs along with the rest of the country. They allow viewers to laugh along with the latest sitcom, to educate themselves through

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shows on PBS and cable, to become better informed and useful citizens through the evening news and newsmagazines.

In addition, millions of children in the United States will be able to supplement their educational progress by learning to read by using captions. Thousands of immigrants and individuals learning English as a second language will be able to utilize captions for their benefit in much the same manner. Even those Americans with normal hearing and English as a native language can use captions for their own benefit: to watch shows late at night without disturbing their families, or to be able to watch without the volume interrupting other people or other activities.

Finally, I have a personal reason for requesting positive action on this matter. I have been deaf since birth, yet I enjoy life in the mainstream as much as any other person. Yet, it is frustrating to find that I cannot enjoy the same programs as my family. I cannot watch a documentary on cable about science or an important person in our nation's history, simply because it is not captioned. I often cannot enjoy the evening news because many segments are not captioned, simply because they are "live"- so the station then claims that they "cannot" do any more than they already have, and fail to take responsibility for serving all of its viewers- only a portion of them.

I therefore respectfully urge you to mandate that Section 713 be fully implemented, without exemptions made for any "programs or classes of programs". The responsibility we as a people have to each other in this nation of ours is too great to simply rationalize and excuse actions on the part of others. To do so would not only destroy the balance of equality for all; it would be failing ourselves as well.

Thank you for taking the time to read this letter.

Sincerely,

A handwritten signature in dark ink, appearing to read "David S. Evans", written in a cursive style.

David S. Evans

# MCAHI

*Advocating & Advancing Communication Accessibility for Deaf and Hard of Hearing People*

February 22, 1996

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FEB 26 1996

FCC MAIL ROOM

The Office of the Secretary  
Federal Communications Commission  
1919 M Street, NW  
Washington, D.C. 20554

This is a response to your Notice of Inquiry (FCC 95-484) regarding "In the matter of Closed Captioning and Video Description of Video Programming."

MCAHI strongly feels that there should be some regulatory incentives to enable local news station to broadcast their newscasts with quality captioning.

The mission of MCAHI is to break down communication barriers for Deaf, Hard of Hearing and Hearing people. For 23 years, MCAHI has advocated for and advanced communication accessibility in the greater Rochester (NY) area. Rochester has one of the highest concentrations of Deaf and Hard of Hearing people per capita in the country.

While all local TV stations do caption their newscasts, the quality of their captioning remains a concern. We do not feel we are getting the same level of information as our hearing viewers. The captioning is limited (pre-recorded captioning) and highly error-prone with no immediate corrective actions. There is also limited access to live captioning for daily newscasts and special events (i.e., elections or major public emergencies). The TV stations have not been responsive to our concerns. In addition, there are some aspects of their operations that are troubling to us. Nearly all captioning is sponsored by local companies and/or trade/professional associations. We were told that the costs for pre-recording captioning were minimal. After the initial expenses for certain captioning software have been paid off, they continue to solicit sponsorship for their captioning. We are not able to obtain any information justifying the on-going sponsorships for pre-recording captioning.

Moreover, their general managers/owners do not fully appreciate that captioning does indeed benefit more individuals than just Deaf and Hard of Hearing people.

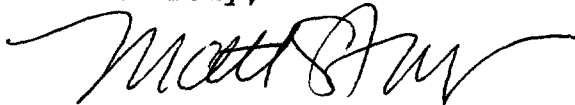
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Page 2

MCAHI has established a community-based Captioning Task Force to identify and address issues and concerns. We hope that there will be opportunities for this committee to work with the FCC to ensure that equitable captioning will be available for all viewers.

Our Fax number is (716) 546-7328 and our program is accessible by internet: [TheMCAHI@aol.com](mailto:TheMCAHI@aol.com)

Sincerely,

A handwritten signature in black ink, appearing to read "Matthew Starr", with a long horizontal flourish extending to the right.

Matthew Starr  
MCAHI Director

xc:file

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95-176

February 21, 1996

FEB 26 1996

226 Pine Street  
Jacksonville, IL 62650

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The Office of the Secretary  
Federal Communications Commission  
1919 M Street, N.W.  
Washington, D.C. 20554

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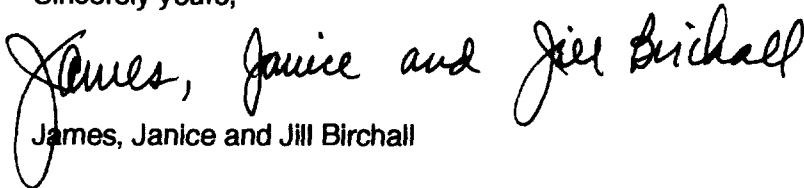
"In the Matter of Closed Captioning and Video  
Description of Video Programming (FCC 95-484)"

Dear Sir:

In regard to the Telecommunications Act of 1996 being signed by President Clinton, my deaf family would like to beseech you to pay attention to over 20 million deaf and hard of hearing Americans wanting a full closed captioning for all types of programs. Please include Closed Captioning of Video Programming (FCC 95-484) to the Telecommunications Act of 1996. Closed Captioning programs are very important to deaf and hard of hearing consumers.

Thank you for your time to consider our wish for a full closed captioning for all types of programs.

Sincerely yours,

  
James, Janice and Jill Birchall

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Dear Sirs, FCC MAIL ROOM

I am writing in response to Notice of Inquiry # 95-484

I feel very strongly about increasing the availability of television programming with closed captioning. This delivers tremendous benefit to the millions of Americans who are deaf or hearing impaired. It also benefits the many businesses who advertise on television - ensuring that their message reaches this segment of the public.

In a democracy, a well informed public is a critical resource. Obviously, in today's fast moving world, television is a key source of information. This resource needs to be opened up and made more accessible to the large segment of our population which has difficulty hearing.

I am a businessman and understand there is some resistance to expanding closed captioning by the broadcast industry. I feel this is short sighted on their part. As the use of closed captioning expands, the cost will decline. In addition, the inclusion of the hearing impaired community will heighten the value of advertising to the businesses who use television as an advertising medium.

Thanks for the opportunity to provide input on this matter.

Sincerely,  
R. Scott McElroy  
1572 Lakeside Walks Dr.  
Henderson VA 22670

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MM 95-174

Barbara Liss Chertok

4940 Sentinel Drive, #205, Bethesda, Maryland 20816-3552  
Maryland Relay 1-800-735-2258 - Home/Office 301-229-6028 TTY  
E-mail: BarbChert@aol.com

16 February 1996

Office of the Secretary  
Federal Communications Commission  
1919 M St., N.W.  
Washington, DC 20554

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RE: FCC 95-484 and MM DOCKET #95-176

Dear Commissioners:

As a consumer with a profound hearing loss, I am responding to the FCC Notice of Inquiry on Closed Captioning as follows:

Paragraphs 11 & 12: Closed captioned television programming and home videos have added much pleasure to my life. Closed captioned TV allows me to stay abreast of the news and the entertainment field the same way a person with normal hearing does. Another benefit is that it allows me to watch television and home videos together with the hearing members of my family and my hearing friends.

Paragraph 12: The built-in TV decoding chip has brought accessible closed captioning to children, foreign born persons and learning disabled individuals, helping them to improve their reading skills, spelling and grammar.

Paragraph 12: More places are catching on to the benefits of closed captioning. It's great to find televisions with closed captioning turned on in noisy restaurants, health clubs, and bars.

Paragraph 14-16: If Cable TV offered more closed captioned programs, those of us who rely on captions would watch a lot more Cable TV. We hope this will be forthcoming.

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Paragraph 14: After many of us wrote letters to the networks, we were able to get the local news captioned in our area. However, my wish is to have access to closed captioned news and weather throughout the day and evening instead of just at specific times. For example, I have to wait until 5:00 PM to watch a closed captioned news program.

Paragraph 28-31: All of us hope it won't be long before the FCC mandates that all TV programs and all home videos are closed captioned. We urge the FCC not to exclude any particular group of programs or videos because people with hearing loss would like to choose programs because of their content just as hearing people do, instead of choosing them only because they are closed captioned.

Paragraph 33: When television captions are garbled, it can be a nuisance and sometimes funny. But when the captions are missing from a program, it's very frustrating. And, when advertisers fail to caption their commercials, we feel left out and against buying that product.

Closed captioned television and captioned videos bring to hard of hearing and deaf people a great deal of enjoyment and knowledge. Closed captioning helps us to make up with our eyes what we miss with our ears. We look forward to the day when we can turn on our TVs and have our pick of any channel, any program, and at any time.

Thank you.

Sincerely,

*Barbara L. Chertok*